

Troubleshooting for off-campus use of Library Databases

Questions? Comments?

<http://askus.baker.edu>

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[Before you start \(checklist\)](#) - [Computer & security settings](#) -
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- **...make sure you have**
 - an active library number: *You can look-up/verify your library number in [SOLAR](#): Login and click Contact Information;*
 - an up-to-date Internet browser: Internet Explorer version 8 or higher or Mozilla Firefox version 3 or higher;
 - your computer clock showing the correct local time;
 - personal firewall or internet security settings changed or these services disabled (if you have them).
- **DO NOT bookmark links from database pages.** The url that the database generates during your search cannot be reused. ALWAYS start from the main database link (in [Online Resources](#) or [Research Guides](#)), type your library number, and access the databases.
- **Computer and browser settings**
 - **Enable JavaScript and Cookies**
 - **Internet Explorer 8:** Tools → Internet Options → Privacy → Default → Move slider to Medium High position
also under Privacy → select Advanced → Click on the options to accept first and third-party cookies.
 - **Mozilla Firefox 3:** Tools → Options → Content → check Enable Javascript
Tools → Options → Privacy → check Accept cookies from sites, Accept third-party cookies.
**In order to set your browser not to accept cookies, enable before and disable after using the resources.*
 - **Cache setting:**
 - **Internet Explorer 8:** Tools → Internet Options → General → Under Browsing History click Settings → Under Check for newer versions of stored pages, select Every time I visit the webpage → OK
 - **Mozilla Firefox 3:** (no comparable options).
 - **Delete Cookies and Temporary Internet Files (Cache)**
 - **Internet Explorer 8:** Tools → Internet Options → General → Under Browsing History click Delete → Check Temporary Internet Files and Cookies and click Delete.
 - **Mozilla Firefox 3:** Tools → Options → Privacy → Click Show Cookies → Click Remove All Cookies
 - **Windows Explorer/ Desktop:** My Computer → Local Disk(C) → Documents and Settings → [Owner] → Local Settings → Temporary Internet Files → Edit → Select All → Delete.
 - **Popup blocker settings:**

Note that proprietary pop-up blockers in Google, Yahoo, and other downloadable toolbars may interfere with your connection to the databases. Go to View → Toolbars (IE & FireFox) → uncheck the toolbars.

 - **Internet Explorer 8:** Tools → Pop-up Blocker → Pop-up Blocker Settings → type baker.edu → Add → type falcon.edu → Add → Close.
 - **Mozilla Firefox 3:** Tools → Options → Content → You may either uncheck "Block pop-up windows", or, if you prefer to keep it checked, click on Exceptions → type baker.edu → Allow → type falcon.edu → Allow → Close.

NOTE: Your configuration may require additional sites to be added – add as needed.
 - **Security Settings:**

You may need to permit certain sites in your Firewall:

 - www.baker.edu
 - proquest.umi.com
 - proquest.com
 - umi.com
 - www.gale.com
 - rpa.falcon.edu
 - ezproxy.falcon.edu
 - ezproxy.palnet.info
 - www.mergentonline.com
 - campus.westlaw.com (or just westlaw.com)
 - www.ebscohost.com

● **Myths and realities – Online resources facts**

Myth	Reality
All articles online are available as full-text	Only about 60% -- the rest are citation and/or abstracts. This gap is rapidly closing as the number of full-text publications grow exponentially.
When it says full-text is available, it WILL be available.	Not always. Publishers, authors, and copyright laws may restrict full-text access to electronic articles.
Once I start taking classes at Baker, I'll have remote access to online library until I graduate.	You have access only if you are registered for classes.
I can access the databases from anywhere in the world, at any time	Technically yes. But you may not be able to access these sites from your workplace because of their firewall.
Online Resources are available 24/7/365	There are some downtimes: software upgrades, server maintenance, server backup, server outage For example, the PALNet server backup Sundays 2am–3am EST. Resources will NOT be available at that time.

● **Error messages, problems, and solutions**

- ☒ **Close the browser** and re-launch it after you make any changes in the settings,
- ☒ If the problem persists, **shut down** the computer and **re-start**.

Error Messages/Problems	Solutions
No authorized links	Enable JavaScript and Cookies. Delete cookies and temporary Internet files. Change pop-up blocker settings.
Your identification is not recognized	Make sure you entered the library number correctly. Check SOLAR to see if your library number is active. When you copy/paste library number from SOLAR , make sure there is no blank space BEFORE the 14-digit number.
Unable to access ProQuest: database is asking for more login	Disable the firewall in your computer, or configure your security settings.
I am getting an "Error 1010: You are attempting to access ProQuest from a pager that has not been properly authorized" message."	Disable the firewall in your computer, or configure your security settings. Add two sites from the "Sites to be added" list: proquest.com and umi.com.
Unable to recognize you as having access to InfoTrac	Go back to RPA page , enter your library number and access the database.
Unable to access the book catalog: No connection to Baker Server	Problem at our end. Contact the library.
Time out on reply from server.	Library server is down. Contact the library.
The databases do not open, and I am hearing clicking sounds.	Delete Cookies and Temporary Internet Files; set your browser to search for updated pages. Change pop-up blocker settings
Undo saved barcode	Delete Cookies and Temporary Internet Files. Contact the library for more information.
Library number is accepted but only a few databases open.	Your library record is NOT active. Contact the library.
I have followed all instructions, but error messages and problems still persist.	In Internet Explorer: Ctrl+Refresh Hold down the Ctrl key in your keyboard and click the Refresh button in your browser screen.

Comments or questions? Please contact the Library: <http://www.baker.edu/library/campus-library-info/>